

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Postal Regulatory Commission
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In the Matter of:

Little America Post Office
Little America, WY 82929

Docket No. A2012-64

**UNITED STATES POSTAL SERVICE RESPONSE
TO COMMISSION INFORMATION REQUEST NO.1**
(January 11, 2012)

On January 11, 2012, the Postal Regulatory Commission issued Information Request No. 1 in this docket. The Commission requested that the Postal Service file a complete copy of the Final Determination to Close the Little America Post Office. That Request, set January 13, 2012 as the date by which the Postal Service shall file the Final Determination to close Little America Post Office. This pleading responds to that directive. The Postal Service is today filing a complete copy of the Final Determination to Close the Little America Post Office and Continue to Provide Service by Highway Contract Route Service. A copy of the document is attached.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
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FINAL DETERMINATION TO CLOSE
THE LITTLE AMERICA, WY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1370618 - 82929

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FINAL DETERMINATION TO CLOSE
THE LITTLE AMERICA, WY POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1370618 - 82929



I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Little America, WY Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Rock Springs Post Office, located 39 miles away.

The postmaster position became vacant when the postmaster retired on February 01, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Office earns less than two hours and is vacant. FY10 Average Earned Daily 1.21. 1. Alternated service could be provided by other means

The Little America Post Office, an EAS-11 level, provides service from 08:00 - 12:00 12:30 - 16:15 Monday - Friday , 08:00 - 11:45 Saturday and lobby hours of 08:00 - 12:00 12:30 - 16:15 on Monday - Friday and 08:00 - 11:45 on Saturday to 45 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 24 transaction(s) accounting for 26 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$31,027 (81 revenue units) in FY 2008; \$22,219 (58 revenue units) in FY 2009; and \$23,784 (62 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 28, 2011, representatives from the Postal Service were available at Little America Hotel, Uinta Room to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On March 28, 2011, 50 questionnaires were distributed to delivery customers of the Little America Post Office. Questionnaires were also available over the counter for retail customers at the Little America Post Office. 28 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 5 unfavorable, and 21 expressed no opinion.

One congressional inquiry was received on May 06, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Rock Springs Post Office, an EAS-22 level office. Window service hours at the Rock Springs Post Office are from 09:00 to 17:00, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 165 post office boxes available.

Retail service is also available at the Granger Post Office an EAS-11 level office, located nine miles away. Window service hours at Granger Post Office are from 08:00 to 16:30, Monday through Friday and 08:00 to 12:00 on Saturday. There are 123 post office boxes available for rent.

The proposal to close the Little America Post Office was posted with an invitation for comment at the Little America Post Office , Granger Post Office and Rock Springs Post Office from May 23, 2011 to July 24, 2011. The following additional concerns were received during the proposal posting period:

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community and distance to closest post office.

Response: The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier. Retail services may also be obtained at the Granger post office located 9 miles away.
2. **Concern:** Customers expressed concern over the dependability of Rural Route/HCR service and convenience of retail services.

Response: The customer expressed a concern over the dependability of rural route/HCR service. Rural/HCR carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural/HCR carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural/hcr

carriers have demonstrated great responsibility in providing mail service to postal customers. Rural/HCR carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. The Granger post office located 9 miles away also provides all retail services

3. **Concern:** No Concern.
Response: We appreciate you taking the time to complete the Customer Questionnaire. Your responses will be considered when recommendations for changes in service are determined.
4. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response: The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
5. **Concern:** Customers expressed a concern as to why the Postmaster position had not been filled
Response: The postal service is currently and has been under a hiring freeze issued at Headquarters.
6. **Concern:** Customers expressed concern about collection of outgoing mail
Response: The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route.
7. **Concern:** Customers expressed concern about the postal service providing individual addressess
Response: Addresses are assigned by the county to meet 911 requirements
8. **Concern:** Customers expressed concern for loss of community identity
Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
9. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
Response: The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern:** Customers inquired about the location of the CPO
Response: The customer expressed a concern about the location of the CPO. The CPO will be located in the community. Convenience of location and accessibility will be considered in evaluating the bids and award of the contract.
11. **Concern:** Customers were concerned about mail security
Response: The customer expressed a concern about the security of mail. If NBU units are used they have proven to be very secure and will be placed in a secure area.
12. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response:

The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

13. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Response:

The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

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Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Little America is an unincorporated community located in SWEETWATER County. The community is administered politically by Green River. Police protection is provided by the Green River. Fire protection is provided by the Little America Fire Dept. The community is comprised of Little America Employees and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Little America Hotel Truck Stop Fuel Center Travel Center Truck Shop Water Plant . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Little America Post Office will be available at the Rock Springs Post Office. Government forms normally provided by the Post Office will also be available at the Rock Springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer expressed a concern about nonpostal services. |
| Response: | The customer expressed a concern about nonpostal services. Nonpostal services provided at the Little America Post Office will be available at the Granger Post Office located 9 miles away. Government forms normally provided by the post office will also be available at the Green River (administrative) Post Office or by contacting your local government agency. |
| 2. Concern: | Customers were concerned about senior citizens. |
| Response: | The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. |
| 3. Concern: | No Concern. |
| Response: | We appreciate you taking the time to complete the Customer Questionnaire. Your responses will be considered when recommendations for changes in service are determined. |
| 4. Concern: | You expressed a concern about the loss of a public bulletin board. |
| Response: | A public bulletin board can be made available at another local establishment. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 01, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,870 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 22,000
Fringe Benefits @ 33.5%	\$ 7,370
Annual Lease Costs	<u>+ \$ 1,500</u>
Total Annual Costs	\$ 30,870
Less Annual Cost of Replacement Service	<u>- \$ 0</u>

Total Annual Savings

6

\$ 30,870

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Little America, WY Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Rock Springs Post Office, located 39 miles away.

The postmaster retired on February 01, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Little America Post Office provided delivery and retail service to 45 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 24. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,870 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Little America Post Office, Granger Post Office and Rock Springs Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Little America Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Little America Post Office, Granger Post Office and Rock Springs Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

08/22/2011

Date